

Practitioner's Docket No. 1264



PATENT

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RUB

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

11-12-03

In re application of: Bryce A. Jones

Application No.: 09/477,991

Group No.: 2157

Filed: January 5, 2000

Examiner: B. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A
WEB CALL CENTER

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Technology Center 2100

Response to Office Action

Introductory Comments

In response to the Office Action dated July 3, 2003, please consider the following remarks. A one-month extension of time is requested and authorized in the transmittal. The entire claim set of the application is included, according to the revised amendment format.